CLAIMS

1.   (Currently Amended) A method comprising:

determining a service provider ID code of a service provider based on a request received

from the service provider;

based on the determined service provider ID code, generating a list of service seekers

having received advice from the service provider; ~~and~~

displaying the ~~listing~~ list of service seekers~~, via a customer display screen, to enable~~

~~relationship management of the listed service seekers;~~

receiving a service provider selection for one or more of the listed service seekers and a

selected customer management processing command; and

processing the selected service seekers according to the selected customer management

processing command;

wherein in response to receiving a contact command, providing the service provider a

process for contacting the selected service seekers; and in response to receiving a

block command, blocking the selected service seekers from receiving further

advice from the service provider.

2.   (Original) The method of claim 1, wherein prior to determining a service provider ID

code, the method further comprises:

receiving a login request from a service provider, including a service provider ID code

and a service provider password;

verifying the service provider password as corresponding to the service provider ID code

from the login request;

once verified, presenting the service provider with a service provider system home page;

and

once the service provider selects a customer-management link, presenting the service

provider with a customer-management interface screen.

3.   (Original) The method of claim 1, wherein prior to determining the service provider ID

code, the method further comprises:

selecting a service provider available from a service provider system;

determining one or more service seekers having received advice communication

regarding a field of service from the selected service provider;

generating a transaction record within a service seeker transaction database for each

determined service seeker; and

repeating the selecting, determining and generating for each service provider available

from the service provider system.

4.   (Original) The method of claim 1, wherein determining the service provider ID code

further comprises:

receiving a selection from a service provider for a customer-management link;

once the request is received, detecting a service provider ID code of the service provider;

and

providing the determined service provider ID code to a service seeker list generation

procedure.

5.   (Currently Amended) The method of claim 1, wherein generating the list of service

seekers further comprises:

~~receiving a service provider ID code; and~~

querying a service seeker transaction database to determine the list of service seekers

having received advice communication from a service provider matching the

service provider ID code, wherein the advice is one of live advice via a

communication medium, recorded advice and written advice via electronic mail.

6.   (Currently Amended) The method of claim 1, wherein ~~providing the listing~~ displaying the

list of service seekers further comprises:

sorting the list of service seekers according to a date of most recent contact with the

corresponding service provider;

providing the service provider with one or more links for selecting customer management

processing commands, the customer management processing commands for

processing one or more selected service seekers contained in the listing; and

when a sort request is received from the service provider, sorting the listing according to

criteria provided by the service provider.

7-8.   (Canceled)

9.   (Currently Amended) The method of claim 1, wherein ~~providing~~ displaying the list of

service seekers further comprises:

~~determining~~ identifying one or more of the service seekers ~~from the service seeker list,~~

which are designated as potential repeat customers according to pre-determined

criteria; and

~~listing~~ providing an alert ~~via the customer display screen~~ to the service provider for each

of the ~~determined~~ identified service seekers.

10.   (Currently Amended) The method of claim 1, wherein ~~providing the listing~~ displaying the

list of service seekers further comprises:

listing the service seekers according to a method of receiving advice communication,

wherein the method of receiving advice communication includes one of a

telephone advice conversation, a recorded advice communication and an e-mail

advice communication.

11.   (Currently Amended) A computer readable storage medium including program

instructions that direct a computer to perform a method when executed by a processor,

the method comprising:

determining a service provider ID code of a service provider based on a request received

from the service provider;

based on the determined service provider ID code, generating a list of service seekers

having received advice from the service provider; ~~and~~

displaying the ~~listing~~ list of service seekers~~, via a customer display screen, to enable~~

~~relationship management of the listed service seekers~~;

receiving a service provider selection for one or more of the listed service seekers and a

selected customer management processing command; and

processing the selected service seekers according to the selected customer management

processing command;

wherein in response to receiving a contact command, providing the service provider a

process for contacting the selected service seekers; and in response to receiving a

block command, blocking the selected service seekers from receiving further

advice from the service provider.

12.   (Original) The computer readable storage medium of claim 11, wherein prior to

determining a service provider ID code, the method further comprises:

receiving a login request from a service provider, including a service provider ID code

and a service provider password;

verifying the service provider password as corresponding to the service provider ID code

from the login request;

once verified, presenting the service provider with a service provider system home page; and

once the service provider selects a customer-management link, presenting the service provider with a customer-management interface screen.

13. (Original) The computer readable storage medium of claim 11, wherein prior to determining the service provider ID code, the method further comprises:

selecting a service provider available from a service provider system;

determining one or more service seekers having received advice regarding a field of service from the selected service provider;

generating a transaction record within a service seeker transaction database for each determined service seeker; and

repeating the selecting, determining and generating for each service provider available from the service provider system.

14. (Original) The computer readable storage medium of claim 11, wherein determining the service provider ID code further comprises:

receiving a selection from a service provider for a customer-management link;

once the request is received, detecting a service provider ID code of the service provider; and

providing the determined service provider ID code to a service seeker list generation procedure.

15. (Currently Amended) The computer readable storage medium of claim 11, wherein generating the list of service seekers further comprises:

~~receiving a service provider ID code; and~~

querying a service seeker transaction database to determine the list of service seekers

having received advice from a service provider matching the service provider ID

code;

wherein the advice is one of live advice via a communication medium, recorded advice

and written advice via electronic mail.

16.   (Currently Amended) The computer readable storage medium of claim 11, wherein

~~providing the listing~~ displaying the list of service seekers further comprises:

sorting the list of service seekers according to a date of most recent contact with the

corresponding service provider;

providing the user with one or more links for selecting customer relationship processing

commands, the customer relationship processing commands for processing one or

more of the service seekers contained in the listing; and

when a sort request is received from the service provider, sorting the listing according to

criteria provided by the service provider.

17-18. (Canceled)

19.   (Currently Amended) The computer readable storage medium of claim 11, wherein

~~providing~~ displaying the list of service seekers further comprises:

~~determining~~ identifying one or more of the service seekers ~~from the service seeker list,~~

which are designated as desirable customers according to pre-determined criteria;

and

~~listing~~ providing an alert ~~via the customer display screen~~ to the service provider for each

of the ~~determined~~ identified service seekers.

20.   (Currently Amended) The computer readable storage medium of claim 11, wherein

~~providing the listing~~ <u>displaying the list</u> of service seekers further comprises:

listing the service seekers according to a method of receiving advice communication,

       wherein the method of receiving advice communication includes one of a live

       telephone advice conversation, a recorded advice communication and an e-mail

       advice communication.

21.   (Currently Amended) A method comprising:

accessing, by a service provider, a customer management interface of a service provider

       system;

receiving a customer management screen listing one or more service seekers having

       previously received advice communication from the service provider based on an

       identity of the service provider; and

viewing a ~~listing~~ <u>list</u> of service seekers processed according to one or more customer

       management processing command, provided via the customer management screen

       and selected by the service provider<u>;</u>

<u>wherein in response to receiving a contact command, providing the service provider a</u>

       <u>process for contacting the selected service seekers; and in response to receiving a</u>

       <u>block command, blocking the selected service seekers from receiving further</u>

       <u>advice from the service provider.</u>

22.   (Currently Amended) The method of claim 21, further comprising:

selecting one or more <u>listed</u> service seekers ~~listed in the service seeker display screen~~;

selecting a service seeker list assignment command;

generating one or more service seeker lists; and

assigning each selected service seeker to the one or more generated service seeker lists.

23.   (Currently Amended) The method of claim 21, wherein viewing the ~~listing~~ list of service

seekers further comprises:

receiving a service seeker alert for one or more service seekers determined by the system

as potential repeat customers according to predetermined criteria; and

contacting the designated service seekers ~~in order~~ to provide incentives for repeat

engagement in advice communication with the service provider.

24.   (Currently Amended) The method of claim 21, further comprising:

selecting one or more listed service seekers ~~listed in the service seeker display screen~~;

selecting an electronic mail command to generate an e-mail to each of the selected

service providers, including compensation incentives for repeat advice

communication between the service provider and one or more service seekers;

when desired by a service seeker, engaging in an advice communication between the

service seeker and the service provider; and

following completion of the advice communication, receiving, by the service seeker, the

compensation incentives.

25.   (Canceled)

26.   (Currently Amended) A computer readable storage including program instructions that

direct a computer to perform a method when executed by a processor, the method

comprising:

accessing, by a service provider, a customer management interface of a service provider

system;

receiving a customer management screen listing one or more service seekers having

previously received advice communication from the service provider based on an

identity of the service provider; and

viewing a ~~listing~~ <u>list</u> of service seekers processed according to one or more customer

relationship processing command, provided via ~~the customer management~~ <u>a</u>

display screen and selected by the service provider<u>;</u>

<u>wherein in response to receiving a contact command, providing the service provider a</u>

<u>process for contacting the selected service seekers; and in response to receiving a</u>

<u>block command, blocking the selected service seekers from receiving further</u>

<u>advice from the service provider</u>.

27.   (Previously Presented) The computer readable storage medium of claim 26, the method

further comprising:

selecting one or more service seekers listed in the service seeker display screen;

selecting a service seeker list assignment command;

generating one or more service seeker lists; and

assigning each selected service seeker to the one or more generated service seeker lists.

28.   (Currently Amended) The computer readable storage medium of claim 26, ~~wherein~~

~~providing the listing of service seekers further comprises~~ <u>the method further comprising</u>:

receiving a service seeker alert for one or more service seekers determined by the system

as potential repeat customers according to predetermined criteria; and

contacting the designated service seekers ~~in order~~ to provide incentives for repeat

engagement in advice communication with the service provider.

29.   (Currently Amended) The computer readable storage medium of claim 26, the method

further comprising:

selecting one or more service seekers listed in the customer management screen; and

selecting an electronic mail command to generate an e-mail to each of the selected

service providers, including compensation incentives for repeat [[f]] advice

communication between the service provider and one or more service seekers;

when desired by a service seeker, engaging in an advice communication between the

service seeker and the service provider; and

following completion of the advice communication, receiving, by the service seeker, the

compensation incentives.

30.   (Canceled)

31.   (Currently Amended) An online advice customer relationship management system,

comprising:

a processor having circuitry to execute instructions;

a customer management interface coupled to the processor, the customer management

interface to receive access request from one or more service providers of the

system, and to display one or more customer management screens in response to

one or more service providers;

a service seeker transaction database including a transaction record for each service

seeker having received advice regarding a field of service from a service provider

of the system; and

a storage device coupled to the processor, having sequences of instructions stored therein,

which when executed by the processor cause the processor to:

determine a service provider ID code, based on the determined service provider

ID code generate a list of service seekers having received advice from a

service provider, and display the ~~listing~~ list of service seekers~~, via a~~

~~customer management screen, to enable relationship management of the~~

~~listed service seekers~~;

receiving a service provider selection for one or more of the listed service seekers
and a selected customer management processing command; and
processing the selected service seekers according to the selected customer
management processing command;
wherein in response to receiving a contact command, providing the service
provider a process for contacting the selected service seekers; and in
response to receiving a block command, blocking the selected service
seekers from receiving further advice from the service provider.

32.   (Original) The system of claim 31, further comprising:

a service provider database including each service provider available from the system;

a system interface to provide a service seeker with a list of available fields of service,
accept a field of service desired by the service seeker, provide the service seeker
with a list of one or more service providers stored in the service provider database
which match a field of service desired by the user, and a receive a selection from
the user for a selected service provider; and

a communication interface, coupled to the processor, to connect the service seeker with
the selected service provider to receive advice communication regarding the
selected field of service from the service provider.

33.   (Original) The system of claim 31, further comprising:

a provider interface for receiving a request from a service provider of a field of service
for inclusion in the service provider database, and generate a record in the service
provider database, the record including provider information contained in the
request.

34.   (Canceled)